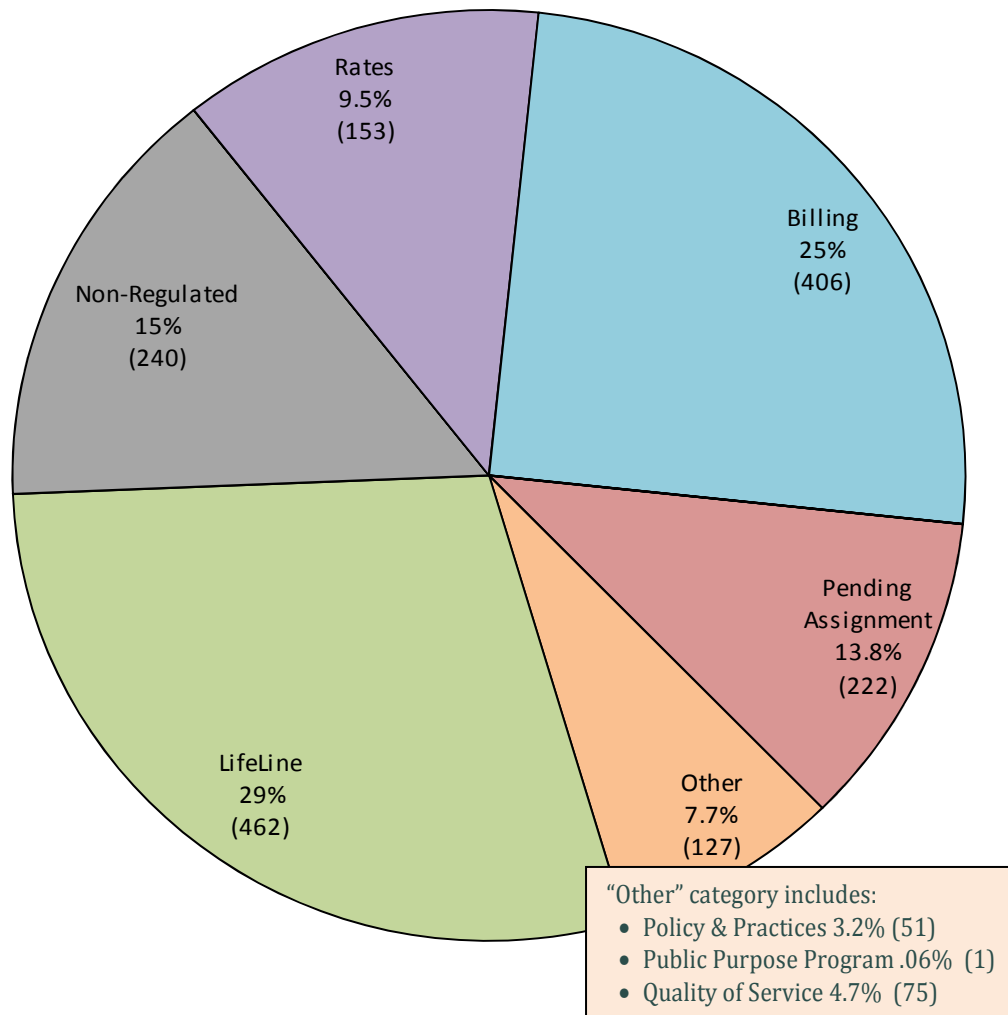


California Public Utilities Commission

October 2013

1,610 Consumer Contacts* to the Consumers Affairs Branch (CAB) on
Communications Utilities



*Numbers in parenthesis are the actual number of contacts (phone calls, electronic submissions, or letters) received by the Consumer Affairs Branch for each primary category in the Consumer Information Management System (CIMS).

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Top 10 Sub-categories in the Communications Industry* Questions, Inquiries, and Complaints Received by CAB <i>Identifies most common consumer topics related to Communications in the current month</i>	
Topic	Description
High Bill	Refers to complaints regarding bills that are higher than normal, and consumers cannot think of possible reasons that could account for the level of use as stated on the bill. This also includes duplicate billing issues.
Disconnection Non Payment	Refers to a customer's utility service being shut off. This can be initiated by the consumer or by the utility for a non-payment.
Early Termination Fee	Refers to a fee imposed when a consumer terminates a service prior to a contractually specified end date. This is typically associated with wireless services, but can also apply to landline and/or other industries.
Non-Jurisdictional Internet Service/Equipment	Refers to a service that connects a given device to the internet. Any complaint that involves issues or problems with the service itself or the equipment (modems, routers, etc.).
Cramming	Refers to any unauthorized billing charges from a telephone billing corporation (such as a landline, wireless carrier, or reseller) by the Local Exchange Carrier (LEC) as the originator of the charges. This applies only to the Telecommunications industry.
Non-Jurisdictional Company Practice	Refers to utility processes not related to the regulated oversight of the Commission. The major source of this subcategory, are operational decisions a utility company enforces (Not included: tariffs, rates, rules, and billing dates). For example, most operational decisions include matters related to labor relations, decisions to consolidate the utilities workforce, or determining where the utility can cost effectively provide service.
Call Quality	Refers to service conditions (wireline and/or wireless) that negatively affect the quality of service provided by a telephone company. Example issues may be static or line noise that is affecting the quality of a call.
Delayed Orders/Missed Appointments	Refers to contacts concerning field visit appointments missed by the utility company's representative. Usually caused by delayed orders or heavy workload.
Non-Jurisdictional Equipment	Consumer contacts that involve cellular phone equipment or accessories. Contacts may include problems with equipment such as modems, routers, etc.
Abusive Marketing	Refers to the practice of misleading a utility customer by not providing a promised service or specific price, failing to provide proper disclosures, or adding extra services/features without consent from the consumer.

*For the month of October 2013 only, the top ten subcategories of complaints will be provided on an industry-wide basis and not on the more detailed level that has been provided in previous months. CAB upgraded its internal database with new business rules to improve case processing. The business rules became active on November 1, 2013, leaving October as a transitional month with respect to categorizing contacts. Beginning with November 2013, and going forward from there, the data will be presented in the historical format with the more detailed level of subcategories.

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